

IBMhq Test Case Execution Report

Test Case Name:Close Incident - 1

Requirement Name: CX

Execution Start Time:2020-08-10 21-21-07

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
20	20	0	Pass	NA

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



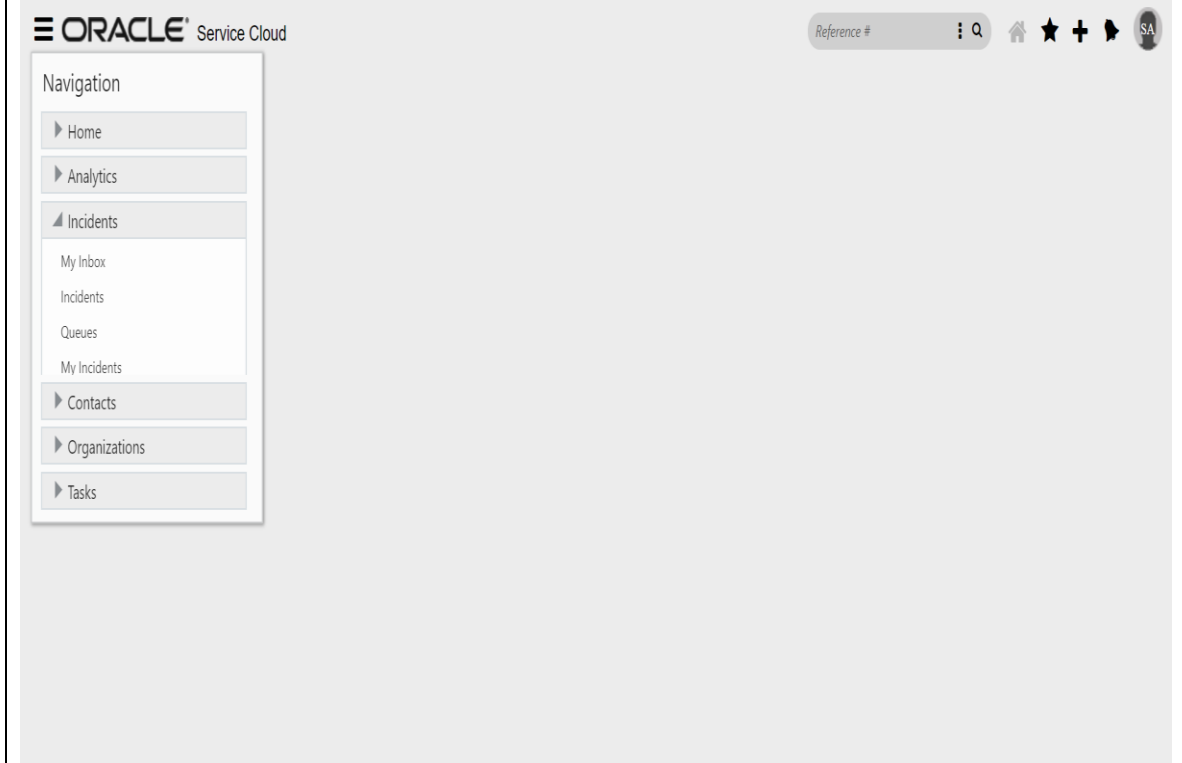
Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:3

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:4

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

ORACLE Service Cloud

Reference # 🔍 🏠 ★ + 👤 SA

Incidents

🔍 Search ↻ Refresh 🔄 Reset 📁 Open 📄 New 🖨️ Print 📄 Copy 📄 Assign 📄 Propose 📄 Fill Inbox ✕ Delete 📌 Bookmark ⋮

Subject	Status	Full Name	Queue	Date Last Updated	Reference #
Dear Customer Service ,ab92547 product is not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 08:25 PM	200810-000036
Dear Customer Service ,ab92547 product is not functioning properly need help?	Open	Minhaj Ameen		08/10/2020 03:28 PM	200810-000030
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for digan ram	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002076
Covid 19 Migrant Issue for Jalil Ansari	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002104

991 Records

Step No:5

Step Description: Waittime

Expected Result: Waittime

Actual Result: The browser had waited (hard wait) for: 2 seconds

Status: Pass

ORACLE Service Cloud

Reference #

Q

Home

Star

+

SA

Incidents

Search Refresh Reset Open New Print Copy Assign Propose Fill Inbox Delete Bookmark

Incidents

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FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for digan ram	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002076
Covid 19 Migrant Issue for Jalil Ansari	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002104

991 Records

Sys Agent

Change Password

Help

About

Preferences

Sign Out

Step No:6

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: The Element: SignOut is clicked

Status: Pass

 **ORACLE** Service Cloud

Reference #





SA



